



### 2.3 Policy

Codem Composites Ltd is committed to the provision of a total quality assured service in meeting our customer's specified, anticipated needs and expectations. In addition, the company will comply with all statutory regulations and requirements to ensure that they are met at all times as required by ISO 9001:2015

The Managing Director will ensure that measures that are necessary to achieve customer satisfaction are incorporated into this Quality Management system

The Managing Director recognizes that this requires the commitment of the Management and employees to ensure that all operations are carried out in accordance with the specification and that wherever possible action is taken to prevent mistakes and eliminate defects. It is the objective that all the products will be delivered on time and defect free.

In order to ensure that our product meets the customer's requirements, the Managing Director will only use External Providers who have been suitably approved to ensure that they comply with any relevant regulations, employ appropriate techniques for process management and produce a finished product that fully meets the needs of the customer.

The Managing Director will seek to continuously improve processes and to demonstrate the improvements by reductions in non-conformance with emphasis on defect prevention and levels of customer satisfaction

Quality objectives will be set to support this policy, and the organization's changing context. These will be reviewed at top management's yearly business update meetings.

The Managing Director is committed to enhancing customer satisfaction through the effective application of the Quality Management System and with it a socially responsible attitude to the manufacture, installation and service of all our products and services, throughout relevant locations and business operations

The Managing Director will record and analyze all the information concerning the performance of this Quality Management System. The Director will review the output of that analysis and the continued relevance of this Quality policy during the Management review held in accordance with section 2.7 of this manual. The objective of this is to improve the effectiveness of this Quality Management System. During the review, the Director will re-assess and, as appropriate, re-establish the quality objectives to be followed by the business in successive years

Signed:

K. Doherty  
Managing Director  
3<sup>rd</sup> January 2024